



DISTRICT OF COLUMBIA PUBLIC LIBRARY 2002 ANNUAL REPORT

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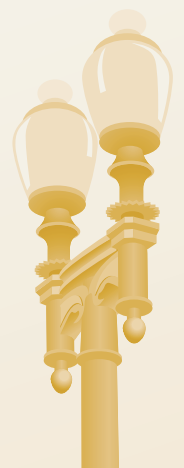
INTRODUCTION

PREPARING FOR THE FUTURE

The District of Columbia Public Library is in a period of rebuilding. Now, more than ever before, the Library must aggressively position itself as an invaluable resource in an environment where access to information is readily available in many competing venues.

Libraries today can no longer afford to just be quiet places; they must be thriving state-of-the-art information hubs that are pleasing in both aesthetics and resources. They are community-centered facilities where people can discover the joy of reading and open access to new technology. Customers expect their libraries to have collections that are current, well rounded and efficiently organized, with staff that is knowledgeable, polite and helpful.

In *"Preparing for the Future,"* the Library is establishing an aggressive plan to boost its identity and promote its many programs and services in the community. You will also see our many outreach efforts to maintain and establish new partnerships and a capital construction/renovation project to improve the appearance of our full-service neighborhood facilities throughout the city of Washington, D.C.



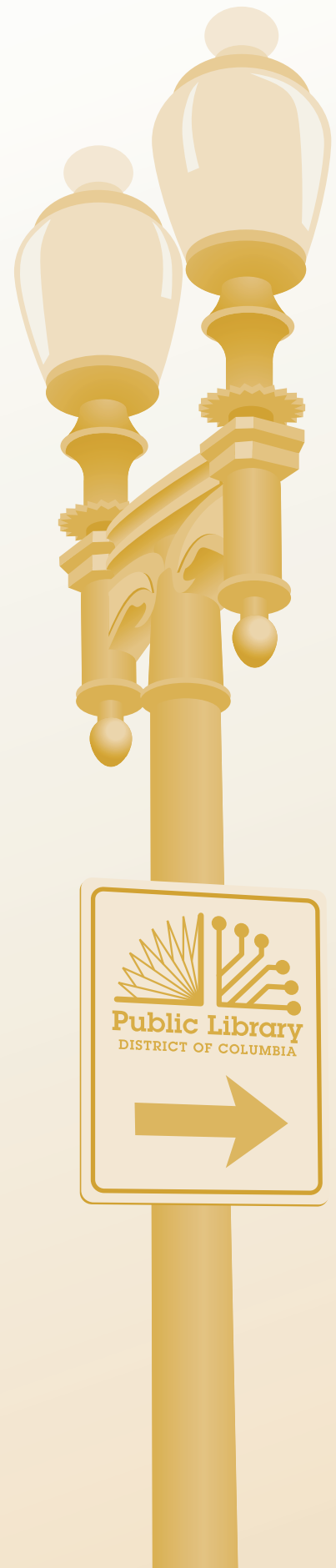
VISION AND MISSION

OUR VISION:

The District of Columbia Public Library is a recognized force in the community for engaging the mind, expanding opportunities and elevating the quality of life. We believe equitable access to information, tailored to customer needs, equips people to learn all their lives, embrace diversity and build a thriving city.

OUR MISSION:

The District of Columbia Public Library provides: Environments that invite reading, learning, and community discussion; trained staff and technology to help in finding, evaluating, and using information; opportunities for children, teenagers, adults, and senior citizens to learn, to read and use information for personal growth and development.



MESSAGE FROM THE PRESIDENT OF THE BOARD OF TRUSTEES

The Board of Library Trustees is mindful of the fact that the District of Columbia Public Library has been faced with many challenges and we applaud our Library Director, Mary E. (Molly) Raphael, and her staff for working through the quagmire. Already customers can see many positive results of the library staff's work, but we still have miles to go and much to do.

We are lucky to have a warm, committed and hard working library staff. Further, we are excited to see them pressing forward with their efforts and, at the same time, continuing to strive toward offering superior service and technological innovations to our customers.

Policymaking is one of the Board's most important functions. It merits serious commitment by trustees. The Library Board exists to represent the people of this great city and to provide guidance to the District government officials and the library staff in management, planning and evaluation. The development of policies is a joint responsibility of the Library Board, with the advice and cooperation of the library director. In 2002, the Board reduced our loan policy from 28 days to 21 days. The basis for the change was twofold: (1) to ensure equitable access for both online and in person visitors, and (2) to become consistent with the loan policy in the surrounding jurisdictions.

As the Board continues to keep the Library in pace with the ever-changing society, more emphasis will be placed on our role as library advocates. We want a world-class library system. We need the "voice" of the people with us.

Looking into the future, I see the D.C. Public Library system with attractive, bustling, exciting public spaces where ideas are not only gathered, but also shared through the many new services and activities that the Library is able to offer. We also see the Library as an anchor for the community, because where there are good libraries, people will come to work, to play and to raise families. We look forward to continued partnerships with elected officials, Friends of Library groups, private and public entities and especially our citizens to accomplish our goal.

Dr. Marie Harris Aldridge
President, Board of Library Trustees

2002 BOARD OF TRUSTEES

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A MESSAGE FROM THE DIRECTOR

The District of Columbia Public Library is taking bold steps toward achieving its vision of becoming a recognized force in the community. I feel that we are on the threshold of exciting new things with our libraries. The staff has put tremendous effort toward overcoming some major hurdles within our infrastructure and customers are just beginning to see the results of their hard work.

Some accomplishments that I am most proud of include the Library's new futuristic logo and vanity library cards. Both marketing concepts boost our public awareness and lay the groundwork for developing a stronger identity in the community. I am pleased with our new cost recovery and automated booking system that allows customers to reserve a computer electronically. The system is a wonderful tool to help library staff ensure fair access to computers for all customers.

We are also making headway in reaching our goals in the D.C. Public Library's 2002-2004 Strategic Plan. Because the city has been intensely focused on educating our youth, the Library has spent a lot of its programming efforts toward outreach to children and youth from birth to 18 years old. We have been particularly successful in having an impact on the preschool population. In fiscal year 2002, 67,986 children ages newborn to 5 years old participated in Language and Reading Readiness Programs. Our target number for the year was 28,500. We've also made significant progress in programming for young adults. The Library is using new technology resources and targeted programming to attract young adults to facilities to show them that libraries are a value in their lives and in their development. Further, to improve the low reading level and literacy rate in the District, the Library is working with other organizations throughout the city to help those already out of school get a GED and move ahead in the job market so that they can lead more productive and satisfying lives.

Other achievements include the Library's building renewal program. Our vision is to transform our facilities into 21st century libraries. Four neighborhood libraries-Anacostia, Benning, Watha T. Daniel/Shaw and Tenley-Friendship-currently in the preliminary stages of redevelopment, will serve as models of this transformation process.

I am especially proud of our staff that has continued to work in less than ideal conditions in facilities that are in need of renovations. We also greatly appreciate the support of the D.C. Friends of the Library and other residents as we strive to improve library services and increase usage throughout the District. We know how to do it. We just need to get to the point where we have adequate resources in place.

In 2003, customers will see even more improvements and real progress in rebuilding library branches. They will also see an expansion of library resources beyond their tax dollars through more collaborative efforts with the D.C. Public Library Foundation, other government agencies, nonprofits and private corporations that have an interest in supporting library programs and services.

Mary E. (Molly) Raphael
Director



STRATEGIC PLAN

CRAFTING A BLUEPRINT FOR THE FUTURE

The District of Columbia Public Library has an ambitious, yet attainable course of action set through its 2002-2004 Strategic Plan. The strategic plan provides a well-designed blueprint in "Preparing for the Future." Customers can expect to see more attractive library facilities, more efforts to increase the information literacy of our residents, more lifelong learning opportunities for all ages, new technology and great customer service.

GOAL 1: Manage construction of four state-of-the-art library buildings by September 2004 and five additional libraries in the procurement phase.

Accomplishment: Branch libraries at Capitol View, Southeast, Southwest and West End are scheduled for refurbishing with new amenities by early 2003. Construction and design of four new branches at Anacostia, Benning, Watha T. Daniel/Shaw and Tenley-Friendship will begin later in the year.

GOAL 2: Provide convenient hours and inviting, safe environments in library facilities.

Accomplishment: In 2002, the Library maintained a 52 hours a week schedule at most facilities and 63 hours a week at MLK. Following the 2001 terrorist attacks, the Library's Office of Public Safety developed a contingency plan that outlined progressive levels of response agency-wide to terrorists, criminal activity and any other events that pose significant health and safety risks. Also, OPS has implemented more advanced security technology as well as crime prevention initiatives as a way to proactively eliminate crime conducive conditions throughout the library system.

GOAL 3: Offer educational and literacy enhancement opportunities to children and youth.

Accomplishment: A new program D.C. Reads to Babies, with special grant funding, will bring books to over 500 newborns. Children in grades 1 through 8 will benefit from a new partnership with D.C. Public Schools, the D.C. Department of Parks and Recreation and private entities to enhance the Library's year-round daytime and after school programs as well as the Summer Quest reading initiative. The Library expects to reach 50,000 children in this age group. The Library is targeting young adults and adults with traditional and cutting-edge resources, including graphic novels.



GOAL 4: Develop lifelong learning and literacy improvement opportunities for adults.

Accomplishment: With the new Diabetes For Life Center and e-BIC (Enhanced Business Information Center), the Library expects to attract more adults to facilities. In addition to these programs, other popular services for adults include the GED practice test in which over 500 people participated.

GOAL 5: Ensure free and equitable access to technology and training for D.C. residents.

Accomplishments: The Library increased the number of computers available to the public and upgraded the underlying infrastructure to current market standards. DCPL also installed a cost recovery and automated booking system that allows customers to schedule sessions on Library computers electronically. The new system ensures equitable access to computers for all customers and frees librarians from booking time manually. In addition, the Customer Computing Training program had another banner year serving more than 5,600 customers with free computer training on a variety of applications. Classes in neighborhood libraries received attendance by more than 1,000 customers, accounting for over 27 percent of our total.

GOAL 6: Enhance Library collections to support the lifelong learning of an ethnically diverse public.

Accomplishment: The Library added 1,146 world language titles to its collection exceeding its goal of 1,000. More titles in a variety of world languages were added as a way to provide library services to non-English speaking customers. Also, in our efforts to meet customer demand, *The Washington Post* Book World Bestsellers were available for circulation 97 percent of the time within one week of appearing on the list. Other collection enhancements were the addition of book titles on the D.C. Public Schools Summer Reading Lists to accommodate city school children.

GOAL 7: Increase Library involvement in community life and offering programs for cultural understanding and civic engagement.

Accomplishment: Seven branches have been identified to house Community Information Centers. The centers will reside in prominent locations within each of the branches to provide information on city services, online access, community concerns and avenues for community involvement.

GOAL 8: Conduct staff training to meet high accountability standards.

Accomplishment: DCPL received staff training in the following areas: computer technology, diversity, customer service, fundamental skills, professional development, subject specialty for librarians, and management and leadership. In 2002, the Library exceeded its goal of offering training in information technology to 40 percent of its staff as a way to ensure competency with electronic resources in the Library.

GOAL 9: Maintain a consistently high standard of customer service at the Library.

Accomplishment: In order to give customers an easy way to suggest titles for purchase, the Library initiated a procedure for suggestions to be entered online. Customers can now click on a link from the CityCat website to download a suggestion form. Requests are then routed to the Collection Development and Management Department for consideration. Customers are informed about the status on their recommendation. Also, the D.C. Public Library scored above average from October-December 2002 on the D.C. Government Agency Telephone Survey. The Library received a 5.0 for courtesy, the highest score on the survey; 4.39 for knowledge of basic information about the agency; and 4.44 for etiquette.

“Gregory, a recent high school graduate, was eager to continue his education in college. Unfortunately after submitting several college admissions applications, he received letters of rejection. Gregory sought guidance at the Greater Washington College Information Center and the Homework Help, *Plus!* Center at the Benning Neighborhood Library. The Library staff helped him research additional schools and to compose letters to the ones where he was not accepted. Later, Gregory returned to the Library overjoyed about his being accepted to Lincoln University in Pennsylvania, and thanked the Library staff for their assistance.”

-Joe Ann Ellis, Branch Librarian, Benning Neighborhood Library



Images: Pg. 6: Annie Burgess of the Washington Mystics visits with children at the Chevy Chase Neighborhood Library.
Pg. 7: DCPL Staff Development Day

2002 HIGHLIGHTS MARKING MILESTONES

Our list of highlights and accomplishments is a long one for 2002 as the staff at the District of Columbia Public Library were busy developing new ways to offer better services and creating new and exciting programs. The objective: to help customers discover the “Wow” in our libraries.

BOOK IS TALK OF THE TOWN

All together now! The D.C. Public Library gave District residents an assignment last summer: to read the book *Having Our Say: The Delany Sisters' First 100 Years*. The project, appropriately titled DC WE READ, is a rousing effort by the Library to get the whole city reading and talking about the same book.

CARTOON FRIENDS MAKE READING HIP AND FUN FOR CHILDREN

Sneaks the Cat, sporting his racing colors, was at it again last June, with his buddies helping children achieve their reading goals. The Library's Summer Quest 2002: *Race to Read* revved the minds of thousands of children from pre-school to middle school who participated in programs at libraries throughout D.C. Over 44,000 children attended the program as compared to last year's figures of nearly 39,000. The Summer Quest initiative is designed to encourage children to keep up their reading skills over summer break, and improve their performance when they return to school.

Images:

Pg. 8 from left: New library cards, Mayor Anthony A. Williams participating in DC WE READ, Author Walter Mosley

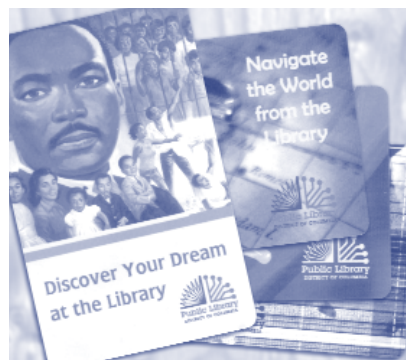
Pg. 9 from left: Washington Wizard Kwame Brown reading to children, Wells Fargo homeownership program

THE PATH TO HOME OWNERSHIP BEGINS @ YOUR LIBRARY™

Taking those first steps toward owning your own home have been made easy through the program *The Path to Home Ownership Begins @ your library™*. Eleven programs have been scheduled to take place at D.C. Public Libraries around the city between October 19, 2002 and May 17, 2003. The program is a multi-year public education and awareness campaign created by the American Library Association and Wells Fargo Home Mortgage.

NEW LIBRARY CARDS - "GET CHECKED OUT"

The D.C. Public Library recognized Library Card Sign Up Month in September with a campaign called “Get Checked Out.” The campaign introduced new library cards in four colorful designs. Each card comes with a matching key fob, offering Library customers an additional level of convenience. Both the cards and the fobs are complemented with the Library's new logo and a simple motivating phrase for using the Library as a resource.



“I really like the broad selection of titles, especially the classics. The collection is worn (well-loved), but excellent. Staff is always busy, but nice.”

-Tenley-Friendship Neighborhood Library



“The Library serves my needs. I consider it a vital community resource and I have spared time enough to contribute toward its growth and welfare.”

-Georgetown Neighborhood Library

MARTIN LUTHER KING, JR. MEMORIAL LIBRARY TURNS 30!

Happy Anniversary! September 17 marked our 30th anniversary of service from the Martin Luther King, Jr. Memorial Library. The birthday celebration, a weeklong event from September 16-21, was kicked-off with the reading of a proclamation from Mayor Anthony A. Williams.

FAMILIES DISCOVER THE LIBRARY ON SATURDAYS

Nothing is better than spending Saturdays with family. That's why the D.C. Public Library and the Newseum, the interactive museum of news, through a partnership, developed programs called "Family Saturday." Library branches throughout the system are now hosting special programs for the whole family to take part. The first took place in September during the 30th Anniversary Celebration Week of the Martin Luther King, Jr. Memorial Library. Cheryl Foster, a visual artist of Washington, D.C. created a workshop activity where children and their families painted two pre-arranged mural patterns depicting Dr. King.

WE WANT YOUR BUSINESS!

How Are We Doing? That's the question the D.C. Public Library wants to know from its new annual Customer Satisfaction Survey. During the month of September, Library customers, for the first time, filled out the survey at branches around the city. As part of the Library's commitment to excellence, the survey will help improve delivery of services and programs. The survey is a measurement tool that will be used to quantify the Library's customer service rating, a goal outlined in the agency's 2002-2004 Strategic Plan.



“I love MLK Library. It is the best in D.C. I come everyday after work and read so many delicious books. I look forward to it. The staff is always courteous, friendly and helpful. The Library offers so many interesting programs year round. This is the place to be!”

NEW COMPUTER USE PROCEDURES

To ensure equitable access, the Library implemented an automated booking system for public computers last summer. Customers, who want to use the computer, input their library card number to sign up for a session. Also, to defray costs the Library incurs for paper, toner and maintenance, and to promote responsible printing, customers will now pay for their printing.

LIBRARY LOAN PERIOD NOW 21-DAYS

If you check out a book or other materials from the Library, you now have a 21-day loan period to return the items without a fine. In December, the D.C. Public Library Board of Trustees approved the new loan period, which is consistent with other library systems in the area. The 21-day loan period applies to all library materials except videotape recordings. The new loan period will simplify circulation procedures, reduce confusion among customers and ensure uniformity of renewal dates.

STEPPING TO THE SOUNDS OF THE AIR FORCE BAND

The United States Air Force Band kicked off its second season of *Air Force @ your library* at the Watha T. Daniel/Shaw Neighborhood Library. Performances will also be held at Cleveland Park, Lamond-Riggs, Petworth, Juanita E. Thornton/Shephard Park, Tenley-Friendship, Washington Highlands and Woodridge Neighborhood Libraries. The program is intended to expose children to music and careers as musicians.

WE SPEAK YOUR LANGUAGE

No longer will we need to hunt for the staff person at the Library who knows another language or try to guess what a non-English speaking customer needs. Through a D.C. government contract with Language Line Services, all District agencies can offer interpreter services via the telephone to their customers. This service can be used to provide assistance to non-English speaking individuals over the phone, or when they visit a facility. Interpreters speak in 148 languages and are available 24 hours a day.



Images:

Pg. 10 from top: Summer Reading Lists, United States Air Force Band @ your library

Pg. 11: Sen. Jack Reed, D-R.I.



“A grandmother came to me with some concerns she had about her granddaughter India. The child refused to read any books although her grandmother made frequent trips with her to the Francis A. Gregory/Fort Davis Neighborhood Library. India also refused to read the books she had at home that her parents gave her or to do her homework. During one visit, I suggested that India take a look at the stack of new books that had just arrived in the Children's room, and told her she would be among the first to check them out. The grandmother later told me that allowing India to choose her own books seemed to be just what she needed to awaken her curiosity for reading. 'It made the difference,' she said. The grandmother reported that India was doing better in school and that her relationship with her parents had improved. In the months that followed, India could be found browsing the book stacks at the Francis Gregory Branch by herself.”

*-Mary Cooper, children's librarian,
Georgetown Neighborhood Library*

AIM FOR HIGHER EDUCATION @ YOUR LIBRARY

More than 4,000 people have taken advantage of the vast resources available at the Greater Washington College Information Centers at the Library. A new satellite site for CIC opened January 2002 at the Washington Highlands Neighborhood Library. This satellite site is second to the center at the Benning Branch. The original site is at the Martin Luther King, Jr. Memorial Library. Each center location includes a selection of college, career and financial aid resources and is staffed by an advisor. The CIC is a program of the Consortium of Universities of the Washington Metropolitan Area supported by the D.C. Public Library, the U.S. Department of Education, Sallie Mae, D.C. Public Schools, the Philip L. Graham Fund and Fannie Mae.

GROW YOUR BUSINESS WITH e-BIC

The e-BIC or Enhanced Business Information Center will be a new service offered at the Martin Luther King, Jr. Memorial Library that combines government and private sector resources to provide the latest in technology, business counseling, teleconferencing and training for your small business. A collaboration of the D.C. Public Library, the District of Columbia Government, the U.S. Small Business Administration and private sponsors, e-BIC ensures that the most current resources for starting a small business are at your fingertips. e-BIC is scheduled to open in spring 2003.

SUMMER READING LISTS

The D.C. Public Library has summer reading books in full supply. Through a collaborative effort with D.C. Public Schools, standard reading lists were created for students from preschool to 12th Grade. Lists are available with fiction and nonfiction book titles for each grade level. The Library and the schools are distributing the book lists in a format of their own design with special grant funding.



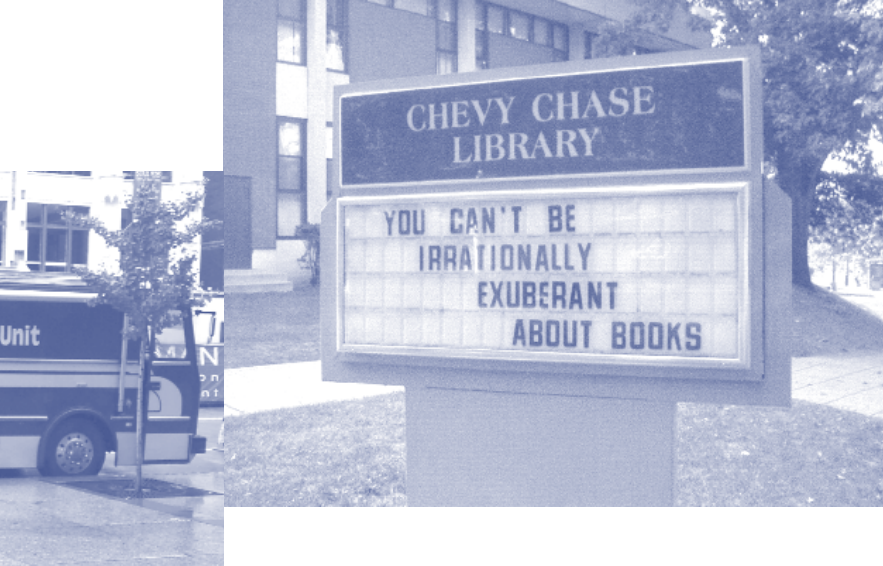
COMMUNITY OUTREACH

Making contact with the community is one of the District of Columbia Public Library's most rewarding activities. One department, Target and Outreach Services, is dedicated to developing system-wide services for customers with physical disabilities, adult learners, children and youth, and older adults. See what we've been doing by taking a journey through some of the special events, programs and activities sponsored by libraries across the District.



“My students at Shepherd Park Elementary School love the Library. We come as often as possible. The staff has always been kind. We appreciate all that is done to keep the Library successful.”

-Juanita E. Thornton/Shepherd Park
Neighborhood Library



NEIGHBORHOOD AND COMMUNITY LIBRARIES

Take a gander at the windows of the Chevy Chase Neighborhood Library and you will find a variety of creative displays by staff. Other happenings at the branch are special programs, including a Bilingual Story Program and a Japanese Tea Ceremony sponsored by Verizon. To promote a project called Read To Achieve, Annie Burgess of the Washington Mystics visited the Library and read a story to summer campers from the Chevy Chase Community Center. • The Friends of the Library at Francis A. Gregory/Fort Davis Neighborhood Library supported several ongoing programs in African American Culture and a Heritage Lecture series. In 2002, the programs included an author talk by Patricia Elam, who wrote the book *Breathing Room*. Also held at the branch was a poetry reading and book signing by Collective Voices where Joy Alford signed her new book *Lord I'm Dancing as Fast as I Can*, and author Billye Okera read from her new book *The Mourners Bench*. • The positive feedback from customers visiting the Juanita E. Thornton/Shepherd Park Neighborhood Library on programs is due to the staff partnering with Shepherd Park Civic Association, Advisory Neighborhood Commissions 401A and 401B, Ward 4 Democrats, Concerned Neighbors and Ward 4 Town/Community Meetings and Neighbors Inc. The Shepherd Park Annual Community Flute/Piano Recitals are always a big hit. The partnerships were established as a way to foster relationships with various members of the community. • The Northeast Neighborhood Library implemented two outreach programs in 2002. One is called Warm Hands, Warm Heart, a program that encourages community members to donate new and gently used gloves, mittens, hats and scarves to children in the Community for Creative Nonviolence Shelter for Women. The second program uses donations of children's materials to initiate a book giveaway for the children in the Northeast Community. Both programs have been a tremendous success and will be ongoing.

Images:

Pg. 12 from top: Lions Club International Vision bus, Xerox Corp. open house, Senior Bookmobile

Pg. 13: Chevy Chase Neighborhood Library

“It's 5th period and Victoria Raskin, an 8th grade junior high teacher, accompanied by school librarian Evelyn Novins, is holding English class at the nearby Palisades Neighborhood Library. The class is from the Lab School of Washington in NW. The four girls in Raskin's class are learning how to write their first research paper. Each has been assigned to write about a famous American woman. The girls selected Emily Dickinson, Zora Neale Hurston, Elizabeth Blackwell and Margaret Sanger.

According to Raskin, her decision to hold class at the Library was for two reasons. One, to allow her class to explore resources on the life and work of the famous woman they chose to write about. Two, so that they could get a lesson from a librarian on using the Library and understanding the process of gathering information to write a research paper.

The students attending the Lab School have severe learning disabilities, and often shy away from libraries, reading and writing, Raskin said. "The librarians at the Palisades Branch are responsive to these challenges. We are very grateful to them in helping our students learn the functions of a library."

Novins added that the Palisades Branch offers a variety of books on most school-related curriculum, unlike the limited collections in the library at the Lab School. "We look at the Palisades Branch as an extension to our library," Novins said. "From elementary to high school, the students frequently utilize its services."

-Palisades Neighborhood Library

Images:

Pg. 14 from top: Children participating in a Library book reading program, Patron claims prize in raffle, Artist Wendell Brown

Pg. 15: Jacqueline Horton Dance Troupe

“A woman came in to the Mount Pleasant Neighborhood Library to thank me for the books I had gotten for her last summer for her college-level advanced math classes. She had been nervous about how well she would do in the classes, as it had been years since she was last in school. As a nutrition major years ago, she told me that she purposely avoided taking the really hard science courses. But, after spending some time in Central America and working with starving children, she was inspired to go back to school to become a doctor. As it turns out, the woman got an A in her calculus class and had since moved on to tackle physics.”

-Ellen Kardy, branch librarian,
Mount Pleasant Neighborhood Library



- The Petworth Neighborhood Library established a partnership with the Clark-Casey Study Group, a community-based support group that promotes education and self-help in improving reading levels and other basic skills for those with or without a high school diploma. The branch also participates in the S.T.A.Y. (Schools to Aid Youth), an external diploma program where young adults can receive coaching to obtain a high school diploma.
- Teen activities at Southeast Neighborhood Library now include Teen Art Expression; a Teen Mentoring program; and a poetry and rap workshop called Rap It Up. For adults, there is a Community Forum Series that has been extremely well received. Among the hot topics discussed during the series included the U.S.A. Patriot Act and Banned Books.
- The adult poetry reading series offered at the Takoma Park Neighborhood Library now features unpublished local poets and some who are well known, including Grace Cavalieri, Miles David Moore and Judith McCombs. The branch is stepping up efforts to promote Library programs for teens. Programs for young adults include

college information nights and a new teen poetry slam.

- Sursum Corda Community Library set up a deposit collection of Spanish materials at the Perry School for the Providence Hospital Group Clinic.
- Woodridge Neighborhood Library continues to house an office for the Ward 5 Neighborhood Services Coordinator. The branch is utilizing this connection as a way to work with the District on neighborhood issues and activities. Other partnerships the branch is pursuing are with the Giant Food Store and Home Depot located in the new Brentwood Shopping Center.

MLK SUBJECT DIVISIONS AND TARGETED & OUTREACH SERVICES

The Art Division participates in the Smithsonian Resident Associates Program, the Teaching Committee of the Annual Knit Out on the Mall and the Smithsonian Institution Conservation Lab. A partnership is set up with local commercial galleries to continually identify local artists and a network has been created with



“The Deanwood Kiosk is a treasure to our community. The staff there truly make the library experience for my children enjoyable and rewarding.”

-Deanwood Kiosk

schools that offer art-related classes. Also, the Art Division is active on the Washington Art Library Resources Committee, and serves as an advisor to antique dealers involved in the African American art scene. The division continues to nurture partnerships with local museums, galleries, art related bookstores and with visual art interest groups. • Throughout the year, the Black Studies Division explored and promoted partnerships and sponsorships with organizations including The Jacqueline Horton Dance Troupe. The division sponsored two afternoons of Black History through dance. Virginia Fabric Artist Wendell Brown presented fabric workshops depicting the life of Dr. Martin Luther King, Jr. and a quilt bringing cultures together. Black Women in Sisterhood for Action presented its annual exhibit and program in February through March 2002. • The Science and Technology Division initiated several partnerships with community groups to improve customer service specifically in the area of health. The division co-sponsored a Free Adult Hearing Test with the University of the District of Columbia's Audiology Department. The division also hosted Prime Time: The African-American Woman's Complete Guide to Midlife

Health and Wellness; free blood pressure screenings; and conducted Science Project classes. In 2003, the division will host information sessions by the American Diabetes Association.

• The Young Adult Services Division participated in several collaborative activities in 2002. In January, the division partnered with the Olympic Chess House to present the 2nd Annual Martin Luther King, Jr. Scholastic Chess Tournament. Nearly 150 children and young adults attended the event. In February, the division teamed with the Language and Literature Division to host the D.C. Area Writing Project's poetry program. The division also hosted Library visits from 10 schools and local organizations. Library for the Blind and Physically Handicapped received a grant to organize a screening and community discussion of the award winning WNET documentary, "Sound and Fury" for the deaf community in the metropolitan area. Nearly 200 people attended the event.



D.C. PUBLIC LIBRARY EXHIBITS A WORLD BEYOND BOOKS

The District of Columbia Public Library is one of many places in the city where artists have an opportunity to exhibit their talents to the public for free. Artists come from various backgrounds; some are renown, others are apprentices. Their works of art are paintings, sculptures, photos, prints, silk screens and mixed media.

Other exhibits on display at the Library are shown to generate discussion and reading on specific topics or issues. Some of these issue exhibits include the plight of "comfort women" of Japan; the events of September 11, 2001; the revival of the Anacostia River; and the possible renovation of the Martin Luther King, Jr. Memorial Library. Also, shown at the Library are traveling exhibits, further enriching the artistic and cultural experience of our visitors.

In 2002, the Library hosted a total of 51 exhibits from local, national and international artists at the Martin Luther King, Jr. Memorial Library. The following are highlights of some exhibits shown.

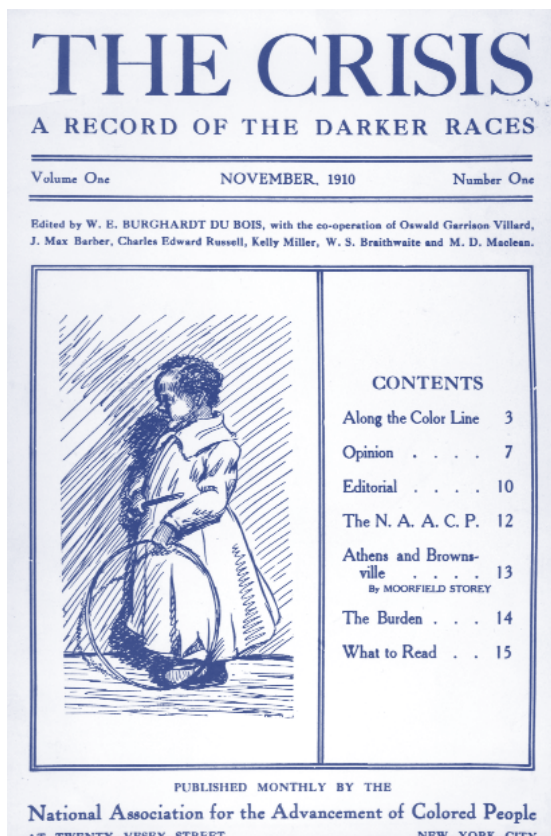
“Kudos to the staff.
From the time I
walked in, profession-
alism and knowledge
surrounded me.”

-Anacostia Neighborhood Library

BLACK HISTORY MONTH CELEBRATED WITH HISTORICAL EXHIBITS AND DISPLAYS OF ART

Memorabilia February 2002

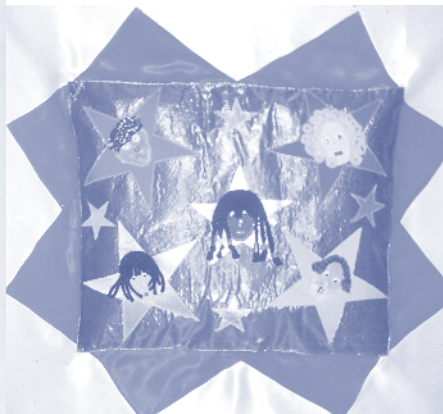
Several exhibits from African American artists were on display highlighting events, memorabilia, sculptures, paintings, prints and crafts. Among them included Allen Uzikee Nelson, who showed sculptures designed to bridge the gap between African ritual art and abstract art, and William Palmer, who displayed mixed media artwork. His pieces invited the viewers to create their own folktales.



Images:

Pg. 16 from left: Black Press exhibit, Shining Stars, September 11, 2001 exhibit

Pg. 15 from left: "comfort women" of Japan, Courageous Journey, Chinese prints, World Heritage of China exhibit



AMERICA UNDER ATTACK: SEPTEMBER 11, 2001

September 4 - 25, 2002

Through a partnership with the Newseum, the D.C. Public Library presented an exhibit showing more than 30 front pages from national and international newspapers published September 12, 2001, the day after the terrorist attacks in the United States. The Library exhibits included front pages from newspapers in Argentina, Brazil, China, Germany, Israel, Japan, Lebanon, South Korea, the United Kingdom and the United States. The news pages hung in the windows of the central library during the month of September.

THE WORLD HERITAGE IN CHINA

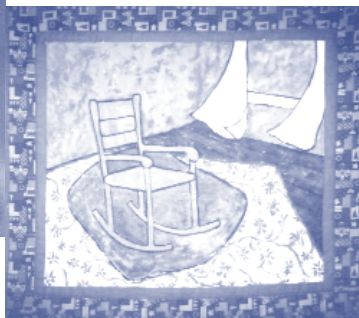
October 1 - 23, 2002

Photographs of 27 sites of Chinese cultural and natural heritage inscribed on UNESCO's World Heritage List up to the end of 2000 were on display at the Library. One of the most dramatic photos shown was the Great Wall. Other photos included a breathtaking shot of Mount Huangshan, located in the southern part of Anhui Province. Huangshan, often referred to as "the loveliest mountain of China," is known for its magnificent scenery made up of many granite peaks and rocks emerging from a sea of clouds.

VEGETARIAN D.C.: A HISTORY OF CUISINE, COMMERCE & COMPASSION

October 15 - November 25, 2002

This exhibit was one of the first in the city to explore the local history of food. One of the highlights of the exhibit was a 1921 photo of the Vegetarian Food & Nut Co., a factory located on South Capitol Street that produced vegetarian food. The factory opened in 1905 and lasted more than 25 years. Also on display were late 19th century cookbooks, a photo of a victory garden in Anacostia during World War II, articles from the 1970s underground newspapers on the food co-op movement and documentation of PETA's first protest in 1980.





CAPITAL IMPROVEMENTS

A Building Renewal Project is now under way throughout the District of Columbia Public Library system. DCPL is in the planning stages of reconstruction and refurbishment to reflect community-centered facilities. Today's library users want the look of modern, streamlined spaces that include computers as well as rooms for traditional library services.

In November 2002, the D.C. Public Library released its *Master Facility Plan*. The report lays out the Library's initiatives for turning DCPL neighborhood libraries into newly renovated, state-of-the-art facilities. The plan will enhance the existing and future library infrastructure and programs. It will also provide a framework for the Library's administrators in planning a long-range strategy for the physical development of the system's buildings over the next 10 to 15 years.

To involve the public in planning the renewal, the Library hosted Community Conversations at four locations in 2002 where individuals had an opportunity to comment and offer suggestions on our rebuilding efforts. Dialog between the Library and the public is continuing into 2003 with meetings on the specific design of the new buildings.

During this first phase of the renewal project, several library facilities have undergone refurbishment. In 2002, improvements were made to the heating and cooling system at the central library. Also, eight neighborhood libraries received some form of improvement including new painting, flooring, carpeting, lighting, restrooms and American with Disabilities (ADA) enhancements on building areas. The central library divisions and neighborhood libraries that were affected include:

- Anacostia Neighborhood Library
- Capitol View Neighborhood Library
- Cleveland Park Neighborhood Library
- Lamond-Riggs Neighborhood Library
- Southeast Neighborhood Library
- Southwest Neighborhood Library
- West End Neighborhood Library
- Woodridge Neighborhood Library

In 2003 and 2004, four libraries will undergo design and construction: Anacostia, Benning, Watha T. Daniel/Shaw and Tenley-Friendship. We look forward to serving the citizens of Washington, D.C. with facilities that reflect the ever-changing educational environment for library services.



Image: Takoma Park Neighborhood Library

LIBRARY USAGE

Janelle and Janette are two sisters who visit the Benning Neighborhood Library almost daily. They come to use the branch's Homework Help *Plus!* Center. One day, while working on their school Science Fair projects, the girls discovered that they needed help understanding the scientific method. The girls participated in a Science Project Workshop at the center conducted by one of the learning coaches, and gathered other materials from the Library's Children's room. Their mother later credited the Homework Help *Plus!* Center for her daughter Janelle earning a 1st Place ribbon and Janette earning a 2nd Place ribbon. Janelle also received Higher Achievement Awards in math and composition as a result of her work on other projects she completed during the school year.

Many of our customers, particularly parents, view the Homework Help *Plus!* Centers as a valuable resource for students in the community in providing assistance in doing homework, preparing for college as well as other educational services. The story about our centers represents only one unique way our Libraries are utilized. Here are some others:

If you were to take a snapshot inside our facilities, you would see that in neighborhoods across the city, Children's rooms are often filled in the morning with parents, nannies and caregivers with babies participating in programs such as Story Time, Lap Time, or Tales for Two's. They happily sing nursery rhymes, listen to stories read aloud to them and look at filmstrips. School classes gather at the Library to get an orientation from librarians. Some adults and senior citizens, who live in the area, often make checking out books from the Library part of their daily errands, while others stay to read periodicals, take computer classes, view exhibits or attend programs. Library visitors are also tourists to the city in search of a nice place to sit and read, conduct research, surf the net, or check email as well as employees working nearby, who want to peruse the stacks during their lunch hour. In the afternoon, young adults from local schools gather to participate in teen book clubs, poetry sessions and other after school programs.

Thousands of people pass through the D.C. Public Library each day. In fiscal year 2002, the Library recorded more than 2 million visitors. Other Library customers are virtual users of our services logging in from home via the Internet to place holds on materials or to check their account. In 2002, there were more than 604,407 visitors to the D.C. Public Library's website. This is an average of 1,655 visitors per day. The top four web pages in 2002 were the List of Job Announcements, Kid's Page, Library Services and the MLK Washingtoniana Division. Total material circulation in 2002 reached more than 1.2 million, with the Martin Luther King, Jr. Memorial Library accounting for about a fourth of that total (22 percent).

STATISTICAL PROFILE

DCPL BY THE NUMBERS

DCPL AT-A-Glance

Population of service area	570,898
Square miles of service area	69
Active borrowers since January 2000	195,697
Square footage (all facilities)	855,000
Total facilities	26 branches + MLKML
Public Service Hours per week	1339.5
Librarians/Full-Time Staff	156/436
Total Annual Circulation	1,224,362
Bookmobiles (serving senior centers)	1
R.O.A.R. van (serving daycare centers)	1

AGE DIVERSITY

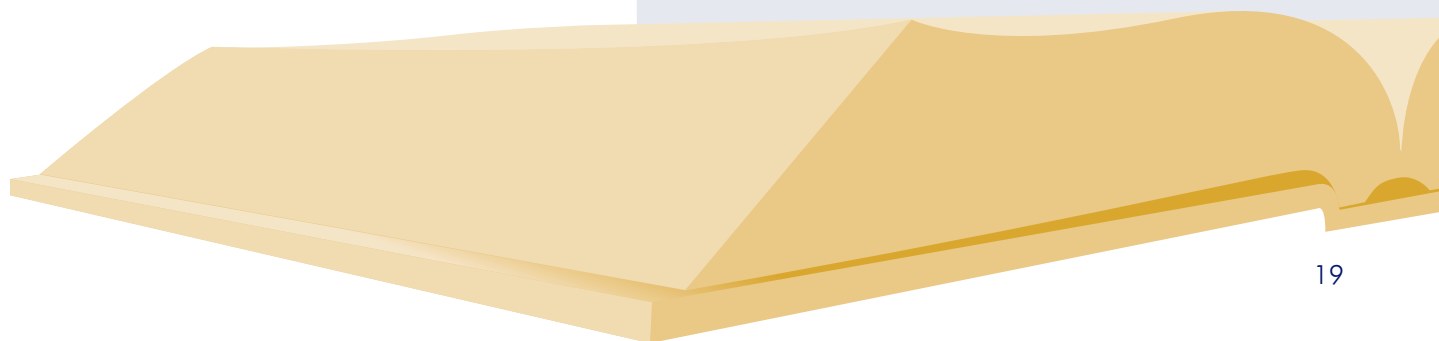
A breakout by age of customers utilizing the Library's educational and literacy enhancement opportunities.

	Target Goal	Actual Goal
Newborn-5	28,500	67,986
Grades 1-8	52,000	52,897
Young Adult-Adult	30,000	32,818

BESTSELLER AVAILABILITY

Percent of bestsellers available to the public within a week of appearing on the bestseller list in *The Washington Post*.

	Target Goal	Actual Goal
Bestsellers	95	97



FINANCIAL REPORT

FISCAL 2001 AND 2002

Due to the general economic downturn and deficits in other District agencies, District funding of the library system dropped by over \$600,000. In response, the Library sought from other funding sources as it attempted to maintain its current level of service. As a result, the Library was able to increase its budget from all sources by \$42,000.

Like a private company, the Library is subject to increasing costs. Union employees received a 4 percent pay increase on January 2002. This cost of living adjustment increased the Library's costs by \$1,055,000. The operating cost of our fleet

rose as we began replacing vehicles that were more than 15 years old. The lease payments on replacement vehicles added \$140,000 to our costs. Rising utility costs also increased the challenges in balancing the budget. Total utility costs increased by \$80,000. Further, as one might imagine, we also saw price increases in a number of the goods and services we purchase.

Balancing the budget in this environment took creativity. Seventy-four percent of our budget is comprised of payroll costs. In 2002, we were able to balance our budget by slowing the hiring of replacement workers, but this lessened the quality of our customer service. Also, we examined each and every goods and services contract to see if we could negotiate reduced costs.

BUDGET

	2001		2002	
DC Government	\$26,983,860	95.1%	\$26,377,586	92.8%
Federal Grants	550,000	1.9%	481,738	1.7%
District Agencies	299,431	1.1%	837,236	2.9%
Fines and Fees	235,000	0.8%	265,000	0.9%
Private Sources	303,003	1.1%	451,720	1.6%
Total	\$28,371,294		\$28,413,281	

RECOGNIZING LIBRARY SUPPORTERS

The District of Columbia Public Library fosters relationships with various local and national organizations to further enhance its programs and services. The following is a list of those we partnered with in 2002.

American Library Association	National Asian Pacific Women's Forum
Amy & Alan Meltzer	National Building Museum
Barnes and Noble	NBC4
Bayer Corporation	Newseum
Borders Books and Music	Pfizer-Aventis Alliance
CareFirst BlueCross BlueShield	Philip L. Graham Fund
Center for the Book in the Library of Congress	Reading is Fundamental (RIF)
CHIME (Community Help in Music Education)	Sallie Mae
D.C. Black History Celebration Committee	Starbucks Coffee
D.C. Department of Early Childhood Education	Takeda Pharmaceuticals North America Inc.
D.C. Department of Health	The Meltzer Entities
D.C. Department of Human Services	Turning the Page
D.C. Department of Parks and Recreation	U.S. Air Force
D.C. Diabetes Control Program	U.S. Department of Education
D.C. Government	U.S. Department of State, Washington Passport Agency
D.C. LEARNS	U.S. Small Business Administration
D.C. Library Association	Verizon
D.C. Office of Aging	Verizon Information Services
D.C. Public Schools	Walker's Shortbread
Eli Lilly and Company	Washington Gas
Fannie Mae	Washington Hospital Center Foundation
Hewlett-Packard	Washington Metropolitan Area Transit Authority
Humanities Council of Washington, D.C.	Washington Parent Education Collaborative
Junior League of Washington, D.C.	Washington Redskins Leadership Council
Kodansha America Inc.	Wells Fargo Home Mortgage
McDonald's	WNET/Thirteen
MedStar Diabetes Institute	WJLA7
MedStar Research Institute	Woman's Day Magazine

HISTORY BUILDING UPON A FOUNDATION

The District of Columbia Public Library is a vibrant, educational resource for residents and visitors to the nation's capital, situated in a community rich in cultural diversity.

Its facilities are an eclectic mixture of modern and historic, architectural-style buildings scattered about each quadrant of the city. The library system is comprised of a central library, the Martin Luther King, Jr. Memorial Library, 21 full-service neighborhood libraries, four community libraries and a kiosk.

D.C.'s first Library, located in a house at 1326 New York Ave., NW, opened its doors to the public in 1898, following an appropriation by Congress for the money. The location was chosen because it was on a major streetcar line making it accessible to people from all sections of the city. Rent for the building was \$1,000 per year. The Library grew quickly and soon required a larger, more traditional facility. Andrew Carnegie offered \$250,000 for the construction of a library building provided that Congress chose a site, and insured suitable maintenance. Soon after, Congress approved Mount Vernon Square, at 7th and New York Ave. as the new location and the central library was created. During the dedication ceremony held in 1903, Commissioner H.B.F. McFarland referred to the Library as "the people's college."

Weston Flint became the first librarian/Director for the D.C. Public Library in 1904. Following his retirement, Dr. George Bowerman was appointed to the position

and remained there for 36 years. Bowerman, an innovator, brought the Library in line with the progressive practices of that period, introducing new services and expanding others. Also, during this time, library branches, funded by Carnegie, were being constructed. Clara Herbert, who had been Bowerman's assistant, took over as the Library's Director and saw it through the war years. In 1947, after her four year tenure, Harry Peterson began a new era of leadership characterized by more branch expansions, an internal reorganization and success in acquiring a new central library.

The new facility, designed by Ludwig Mies van der Rohe, was eight times the size of the old central library, and brought together for the first time in 30 years all the Library's administrative, technical and public services. The new building, located at 9th and G Streets, NW, was named after Dr. Martin Luther King, Jr. In 1972, Milton Byam became the first African American Library Director. Dr. Hardy R. Franklin followed as the sixth Library Director from 1974 to 1997. The current Library Director is Mary E. "Molly" Raphael.

Today, the D.C. Public Library is recognized in the community as a viable resource for engaging the mind, expanding opportunities and elevating the quality of life.

Images:

Top from left: Carnegie Library, Martin Luther King, Jr. Memorial Library Construction

Bottom from left: Martin Luther King, Jr. Memorial Library excavation, Carnegie Library Reading Room



DISTRICT OF COLUMBIA PUBLIC LIBRARY SYSTEM

CENTRAL LIBRARY

1) Martin Luther King, Jr. Memorial Library
901 G Street, NW
(202) 727-1111

NEIGHBORHOOD LIBRARIES

2) Anacostia
1800 Good Hope Road, SE
(202) 698-1190

3) Benning
3935 Benning Road, NE
(202) 724-4787

4) Capitol View
5001 Central Ave., SE
(202) 645-0755

5) Chevy Chase
5625 Connecticut Ave., NW
(202) 282-0021

6) Cleveland Park
3310 Connecticut Ave., NW
(202) 282-3080

7) Francis A. Gregory/Fort Davis
3660 Alabama Ave., SE
(202) 645-4297

8) Georgetown
3260 R Street, NW
(202) 282-0220

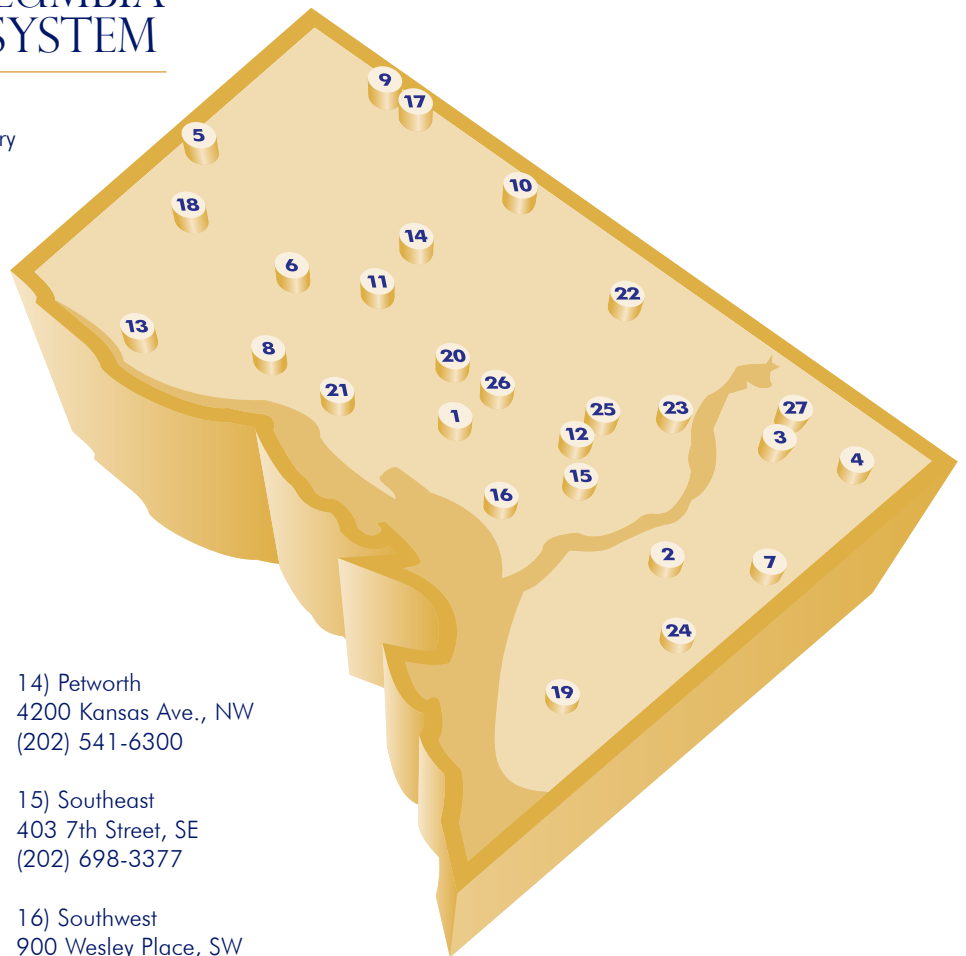
9) Juanita E. Thornton/Shepherd Park
7240 Georgia Ave., NW
(202) 541-6100

10) Lamond-Riggs
5401 S. Dakota Ave., NE
(202) 541-6255

11) Mt. Pleasant
3160 16th Street, NW
(202) 671-0200

12) Northeast
30 7th Street, NE
(202) 698-3320

13) Palisades
4901 V Street, NW
(202) 282-3139



14) Petworth
4200 Kansas Ave., NW
(202) 541-6300

15) Southeast
403 7th Street, SE
(202) 698-3377

16) Southwest
900 Wesley Place, SW
(202) 724-4752

17) Takoma Park
416 Cedar Street, NW
(202) 576-7252

18) Tenley-Friendship
4450 Wisconsin Ave., NW
(202) 282-3090

19) Washington Highlands
115 Atlantic Street, SW
(202) 645-5880

20) Watha T. Daniel/Shaw
1701 8th Street, NW
(202) 671-0212

21) West End
1101 24th Street, NW
(202) 724-8707

22) Woodridge
1801 Hamlin Street, NE
(202) 541-6226

COMMUNITY LIBRARIES

23) Langston
2600 Benning Road, NE
(202) 724-8665

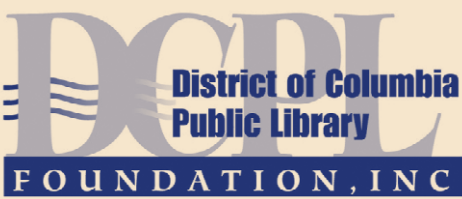
24) Parklands-Turner
1600 Alabama Ave., SE
(202) 698-1103

25) R.L. Christian
1300 H Street, NE
(202) 724-8599

26) Sursum Corda
135 New York Ave., NW
(202) 724-4772

KIOSK

27) Deanwood
4215 Nannie Helen Burroughs Ave., NE
(202) 724-8526



ANNUAL REPORT 2002

The District of Columbia Public Library Foundation is a private, nonprofit corporation, working exclusively for the betterment of the District of Columbia Public Library. Charitable contributions received by the Foundation augment taxpayer dollars and provide the Library with additional resources for materials, services, equipment and programs. The Foundation focuses on outreach to children, literacy, technology and enhanced library environments.

2001-2002 ACHIEVEMENTS

SUMMER QUEST

Thanks to funding by the Foundation, the Library's 2002 Summer Quest reading program provided literacy opportunities for a record number of children citywide. The Summer Quest program, which started 20 years ago, has grown steadily over the years, increasing its service to the youth community and bolstering the city's goal of elevating its literacy rate.

The 2002 program brought books, storytelling, entertainment and refreshments to more than 44,000 children at all of the city's neighborhood libraries. This represented an increase of 11 percent over the previous year's participation.

ENHANCED BUSINESS INFORMATION CENTER (e-BIC)

Library support for area small businesses took a major step forward with the design and construction of a high tech business center headquartered in Martin Luther King, Jr. Memorial Library. A partnership with the Library, the U.S. Small Business Administration and the Office of the Deputy Mayor for Planning Economic Development, the center is equipped for easy access to business related data, counseling, teleconferencing and training. The center is scheduled to open in spring 2003.

WEST END BRANCH IMPROVEMENTS

Improvements to the West End Neighborhood Library, in the form of new lighting, painting, carpeting and furniture, began in 2002 using funds donated by the Millennium Corporation to the Friends for the branch.

HOLDEN BEQUEST

A generous bequest from the estate of Library patron Elizabeth Holden is earmarked for improvements in library collections, programs and facilities at the Woodbridge and Francis A. Gregory/Fort Davis neighborhood libraries. During 2002, DCPL sought community input as plans moved forward to the implementation stage.

FUNDING SOUGHT

In an ongoing effort to protect treasures of the D.C. Public Library system, the Foundation sought grant money to preserve the Washington Star historic photo and clipping collection, housed in the Washingtoniana Division of the Martin Luther King, Jr. Memorial Library. Other grants solicited included requests for funds for literacy programs and computers from local and national foundations. These efforts will continue in 2003 and beyond.

2002 marked the first year of the Foundation's inclusion in the District of Columbia's One-Fund Campaign and the Combined Federal Campaign (CFC). Both campaigns encourage charitable giving through payroll deductions from District and federal employees.

EXPANDED FOUNDATION BOARD

During 2002, membership of the Foundation Board of Trustees increased as the organization moved to broaden its base of community and financial support. Trustees began the search for an executive director to oversee Foundation operations and to assist in fund raising and developing criteria for projects receiving Foundation support.

With an expanded board, sound financial management and substantial resources, the Foundation enters 2003 poised to support the growing needs of the Library.

THE DISTRICT OF COLUMBIA PUBLIC LIBRARY FOUNDATION

Board of Directors 2002

President, Nancy Register
Vice President, Kent Amos
Thomas M. Susman, Treasurer
Betsy Harvey Kraft, Secretary
Greg Chernack
Nora Drew Gregory
Tim Levy
Jim Lewis
Sen. Howard Metzenbaum, ret. D, Ohio
Karen Murrell
Ex Officio
Molly Raphael, Library Director

HONORARY BOARD MEMBERS

Michael Kahn
Charles Mann
The Honorable Walter E. Washington
Virginia E. Hayes Williams

FINANCIAL REPORT

FISCAL 2001 AND 2002

	2002 Unaudited			2001 Audited		
	Unrestricted	Temporarily Restricted	Total	Unrestricted	Temporarily Restricted	Total
Revenue						
Contributions	39,713	9,701	49,414	21,927	150,285	172,212
Investment income (loss)	(10,214)	(106,451)	(116,665)	22,347	45,958	68,305
In-kind donations	68,745	-	68,745	10,820	50,360	61,180
Other income	-	-	0	1,738	-	1,738
Net assets released from restrictions	-	-	-	-	-	-
Satisfaction of program restrictions	122,287	(122,287)	-	155,850	(155,850)	-
Total Revenue	\$220,531	(219,037)	1,494	212,682	90,753	303,435

EXPENSES:

Program services:

Building Community	42,805	-	42,805	26,677	-	26,677
Information Literacy	45,067	-	45,067	28,062	-	28,062
Lifelong Learning	79,190	-	79,190	136,367	-	136,367
Service Improvements	19,561	-	19,561	64,766	-	64,766
Total program services	186,623	-	186,623	255,872	-	255,872

Management and general	24,015	-	24,015	23,718	-	23,718
Fundraising and development	11,011	-	11,011	-	-	-
Total expenses	\$221,649	-	221,649	279,590	-	279,590

Change in net assets	(1,118)	(219,037)	(220,155)	(66,908)	90,753	23,845
Net assets, beginning of year	382,563	2,802,385	3,184,948	449,471	500,000	949,471
Net assets, end of year	\$381,445	2,583,348	2,964,793	382,563	590,753	973,316

NOTES TO THE FINANCIAL STATEMENTS:

PROGRAM DESCRIPTIONS:

Building Community: creating environments for people to meet and interact with others in their community and to participate in public discourse about community issues; creating in libraries vibrant, welcoming settings, while supporting and strengthening healthy neighborhoods.

Information Literacy: ensuring citizen access to computers and the Internet; enhancing their skills in finding, evaluating and effectively using information technology, with an emphasis on the librarian/advisor as "Information Navigator" in our world of information overload and complex new technologies.

Lifelong Learning: equipping people of all ages through self-directed personal growth and development opportunities, with a special emphasis on children and youth.

Service Improvements: investing in D.C. Public Library staff and requiring of them the highest standard of service.



901 G STREET, NW | WASHINGTON, D.C. 20001

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